

Effective



Feedback

Overview

- **Define feedback**
- **Explain the Johari Window Model**
- **Describe the reasons for giving feedback**
- **Describe guidelines for giving feedback**
- **Describe the guidelines for receiving feedback**

Effective Feedback

➤ **Verbal or nonverbal communication to a person or group providing information as to how behavior is affecting or influencing you.**

JOHARI WINDOW MODEL

**ARENA
(A)**

**Things I know
Things you know**

**BLIND SPOT
(B)**

**Things I do not know
about myself. You know**

**FACADE
(C)**

You do not know. I know

**UNKNOWN
(D)**

**Things you do not know
and things I do not know**



**E
X
P
O
S
U
R
E**

		Known to Self	Feedback	Unknown to Self
Known to Others	Unknown to Others	ARENA		BLIND SPOT
		FACADE		UNKNOWN

Reasons for Giving and Receiving Feedback

- **Personal growth**
- **Find out about self**
- **Gain insight**
- **Open environment**

How to Give Feedback

- **When the other person has indicated willingness to receive it.**
- **Use terms that describe the other's behavior with the least amount of interpretation that accurately describes the behavior.**
- **Be timely.**

How to Receive Feedback

- **Be non-defensive**
- **Ask for more information**
- **Say that you do not want feedback**

What to do with Feedback

- **Use it**
- **Think about it**
- **Forget it**

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